



Process Flow Overview

SFA HR Automation

Classification:

Primary Functionality: Benefits Administration

Sub-function: Employee File Maintenance

- ☒ "As-Is"
☐ "To-Be"

Description:

This "As-Is" flow provides an overview of the employee file maintenance process. The name change process is semi-automated through the use of the Federal Personnel/Payroll System (FPPS). The employee presents the new Social Security card as evidence of the name change, and then SFA HR or the Admin Officer initiate and forward the personnel action to HRG for processing.

The other type of employee file maintenance documented in the flow pertains to the thrift savings plan. Employees are able to use the fully automated Employee Express website to make changes to their thrift savings plan (TSP) account. The process flow depicts how employees cancel TSP and change TSP contribution amounts using Employee Express.

Handoffs:

The "As-Is" Employee File Maintenance process has the following number of handoffs:

Name change – 6

Handoffs occur between: employee - SFA HR, SFA HR - Servicing Specialist, Servicing Specialist - A&R Technician, A&R Technician - Customer Service Team III Leader, Customer Service Team III Leader - A&R Technician, and A&R Technician - SFA HR.

Employee Express changes – 0

Average Process Completion Time:

The average process completion time for name change requests is 3-4 days and changes in Employee Express require about 30 minutes.

Position title	Agency name	Time/request	Number of positions	Percent of time/year	Number processed/year
Servicing Specialist	HRG	15 min.	3	Less than 1	13*
Customer Service Team III Leader	HRG	5 min.	1	Less than 1	13*
Management Operations Specialist	SFA HR	15 min.	2	Less than 1	3*
Admin Officer	SFA	15 min.	7	Less than 1	3*
A&R Technician	HRG	15 min.	1	Less than 1	13*

* Includes name changes in the regions

Cost:

- HRG inter-agency agreement: \$230,000/annually
- FPPS: \$165 per W-2 form/annually
- Employee Express: \$75,000/annually (ED pays entire sum)

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Assumptions:

- The name change process assumes that the SF 50 is accurate. If the Customer Service Team III Leader detects an error in the printed SF 50, then she fills in an error sheet and returns the SF 50 to the Servicing Specialist to make the necessary changes.
- The Employee Express process assumes that the employee already has a personal identification number for Employee Express. Employees must have personal identification numbers in order to access the Employee Express website.
- The Employee Express process also assumes that the employee changes the TSP contribution amount during open season. Employees can only change the TSP contribution amount during open season, but employees may cancel TSP enrollment at any time throughout the year.

Exclusions:

- Employee Express is accessible by telephone and the Internet. The process flow, however, only depicts how employees access Employee Express through the Internet.
- During TSP open season, Employee Express allows employees to enroll in TSP. During health benefits open season, Employee Express allows employees to enroll in or change health benefits plans. At any time throughout the year, Employee Express enables employees to cancel health benefits and to switch from family to self-coverage, but these options are only available for employees who do not participate in pre-tax treatment.

Regions:

- Employees in the regions have access to Employee Express.
- The regional offices follow a different procedure for processing personnel actions; refer to the Regional Process: Requesting Personnel Actions sheet for details.
- The name change process is similar in the regions and in headquarters. The main difference is that the regional offices operate with a smaller staff that typically includes one Personnel Officer and one Personnel Specialist. HR employees in the regions are generalists, which means that they perform all HR functions rather than specialists in headquarters that only handle matters related to Employee Relations, Labor Relations, etc. Because there are less people involved in executing HR functions, there are fewer handoffs in the regions.

Strategic Direction:

This process flow illustrates the advantages of using Employee Express. In the future, SFA HR should strongly encourage employees to use Employee Express. Employee Express allows employees to self-manage their benefits information, and this translates into less work for HR. In addition, Employee Express reduces the amount of paperwork that is created, which supports Congress' Paperwork Reduction Act. This flow will also help determine whether or not SFA HR should assume the responsibilities of HRG in the name change process.